# Process for New or Inactive CMH Clients who only need Respite Services

**Purpose: Respite services are for all children with a SED diagnosis, regardless of CMH program status. These services are intended to support families with SED children through preventing the need for hospitalization or higher level of care.**

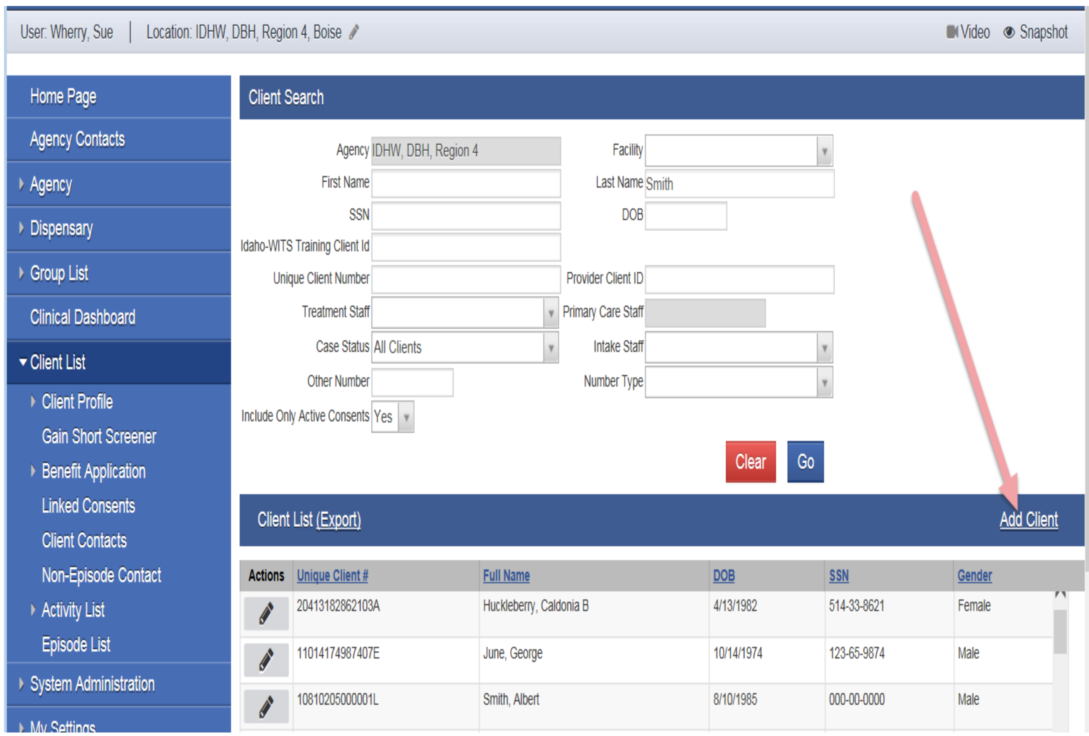
Clinicians will:

- Verify SED diagnosis through collateral contact with community provider or,
- Verify SED diagnosis through review of existing documentation provided by the family or community provider.
  - For example: psychological evaluation, educational documentation (i.e. IEP), or other documents that provide clear diagnositc evidence of SED.
- Complete Client Profile and Intake
- Create the Respite Program Enrollment
- Create Non-Billable Encounter Note and document the child's SED status and justification for services.
- Create the Voucher and give the family the Voucher and Introduction Letter for IFF.
- Close Respite Program Enrollment and Intake when services are no longer needed.

**Search/Create & Complete the Client Profile**

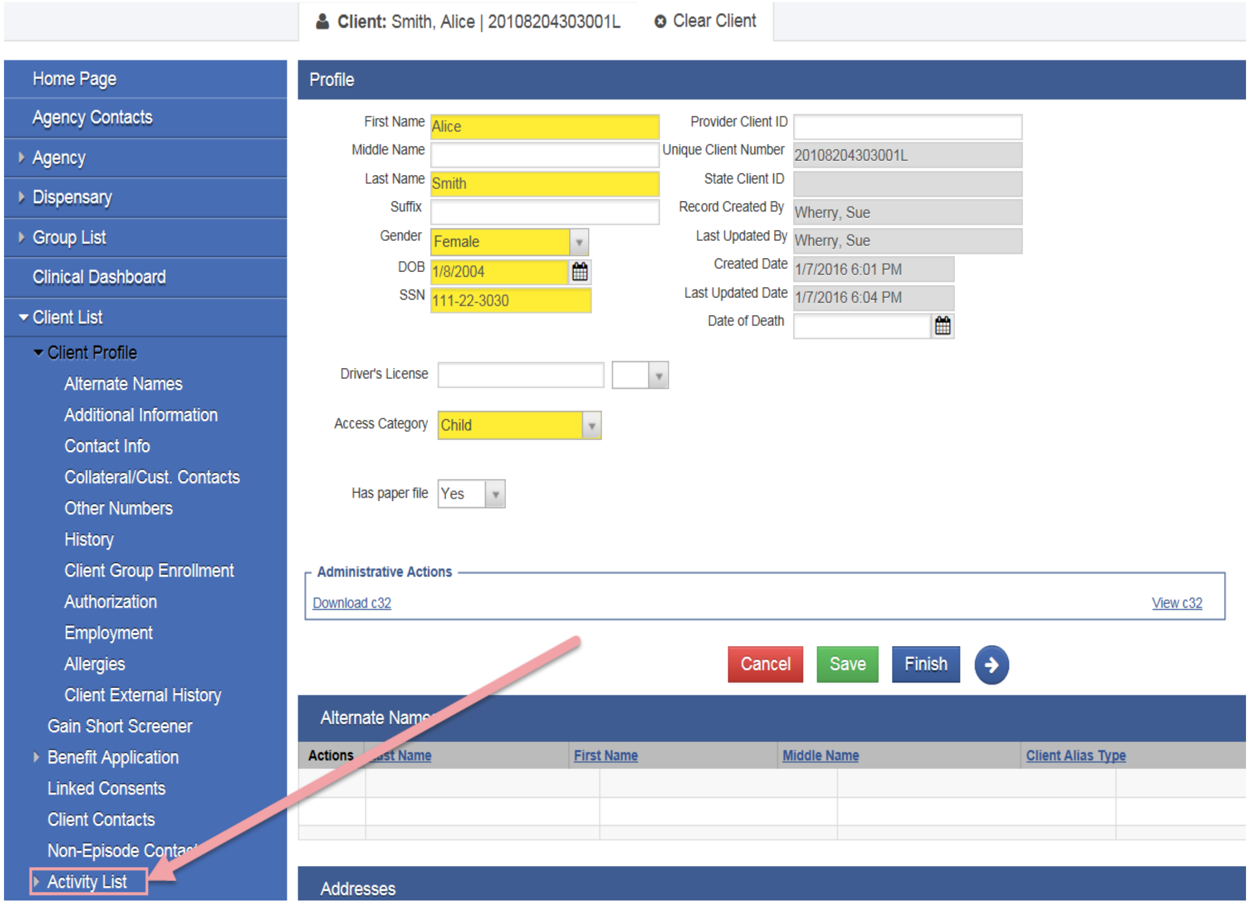
1. **Getting here:** Login, select the **<u>Facility</u>**, select **<u>Client List</u>** on the Navigation Pane (left menu) to generate the Client Search Screen. **<u>Search for an existing record by entering the first 3 letters of the last name followed by an *</u>**. If the client already exists in WITS, proceed to step 5.

2. If the system does not return a match, Click **<u>Add Client</u>** on the right-hand side of the blue bar.



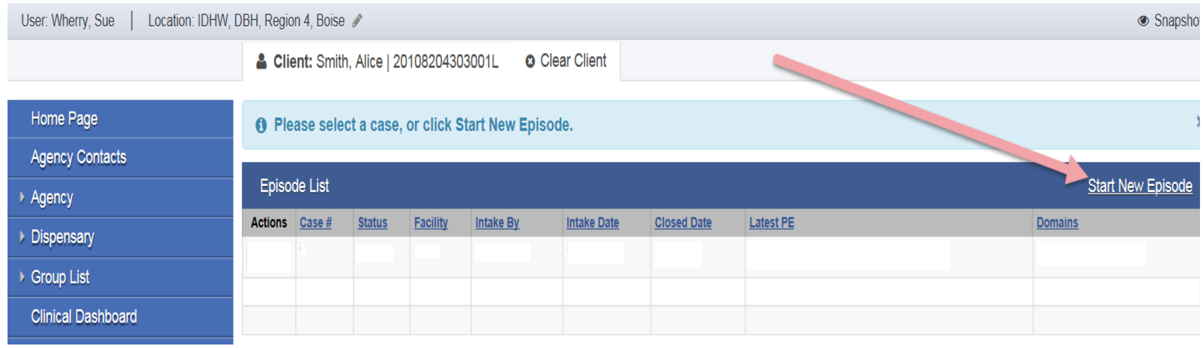
3. Complete the **Client Profile** screens which include:
   a. Client Profile
   b. Additional Information
   c. Contact Info (Address).

4. Click **Activity List** on the Navigation Pane.

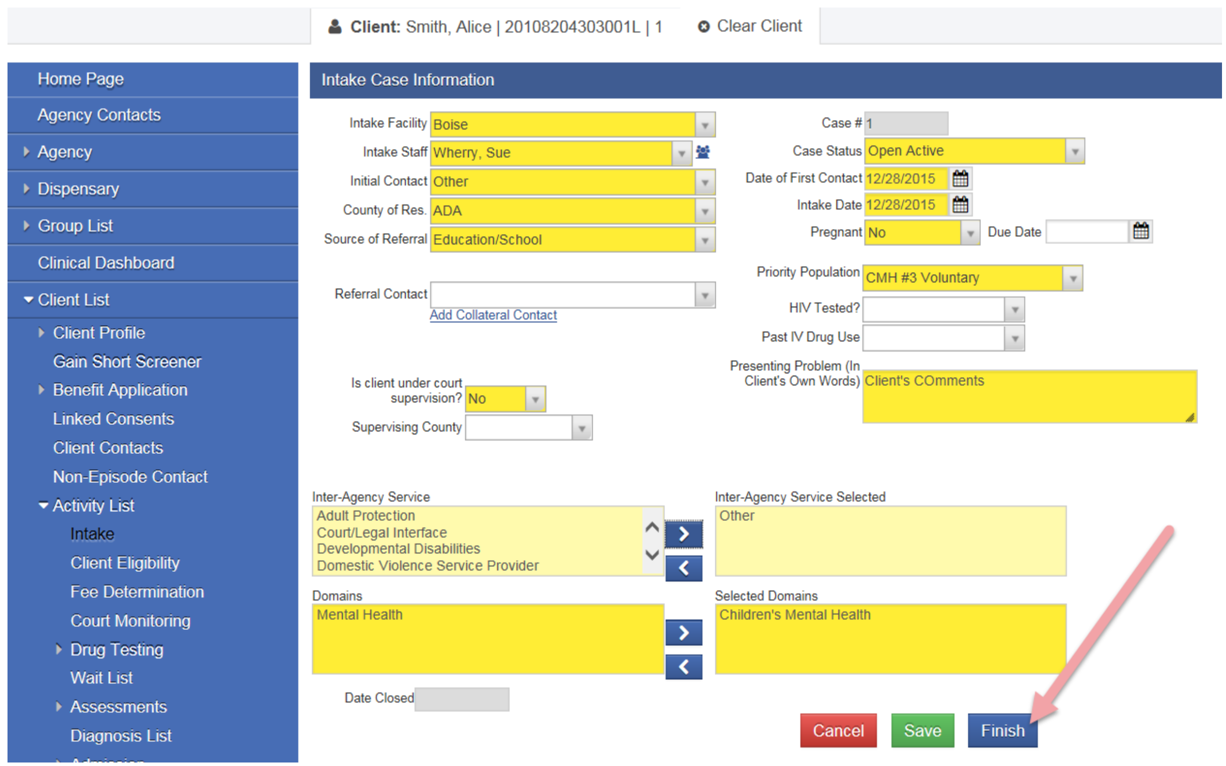


## Create/Complete the Intake

5. Click **Start New Episode** on the right-hand side of the blue bar.

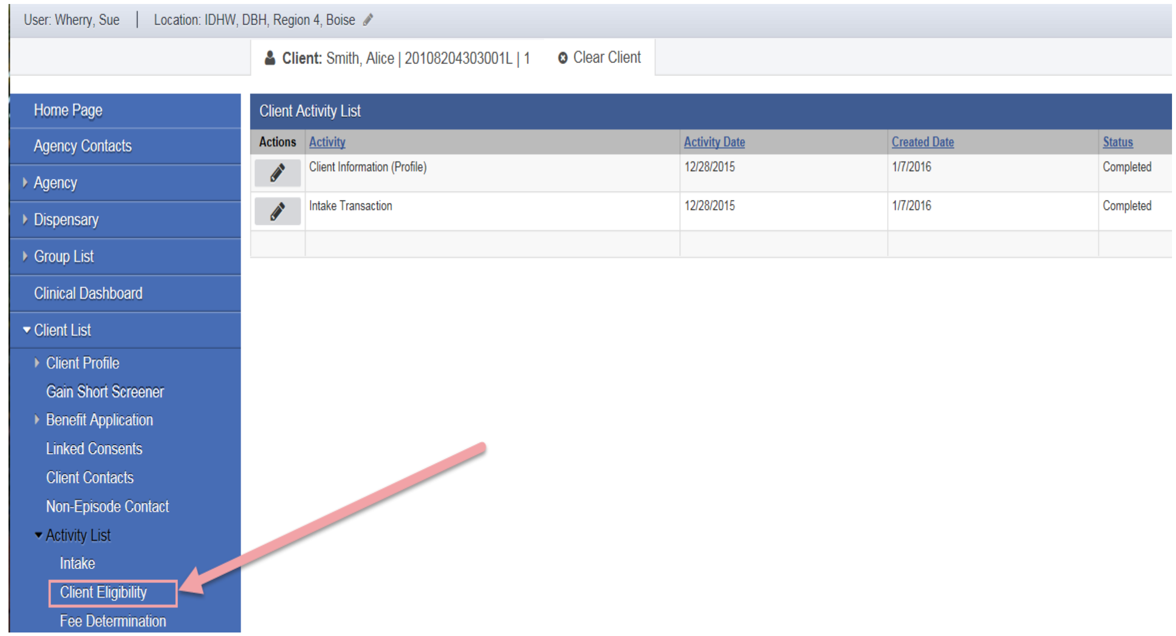



6. Complete all **yellow fields** on the Intake. Click **Finish**.

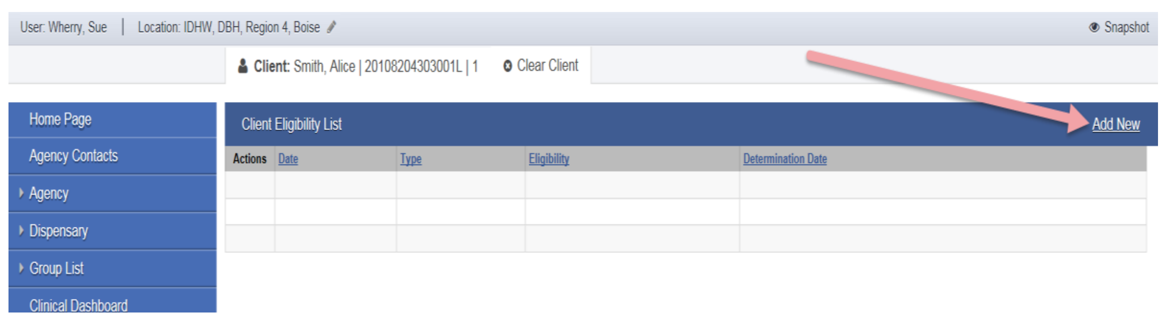


## Create/Complete a Client Eligibility Record

7. Click **<u>Client Eligibility</u>** on the Navigation Pane.

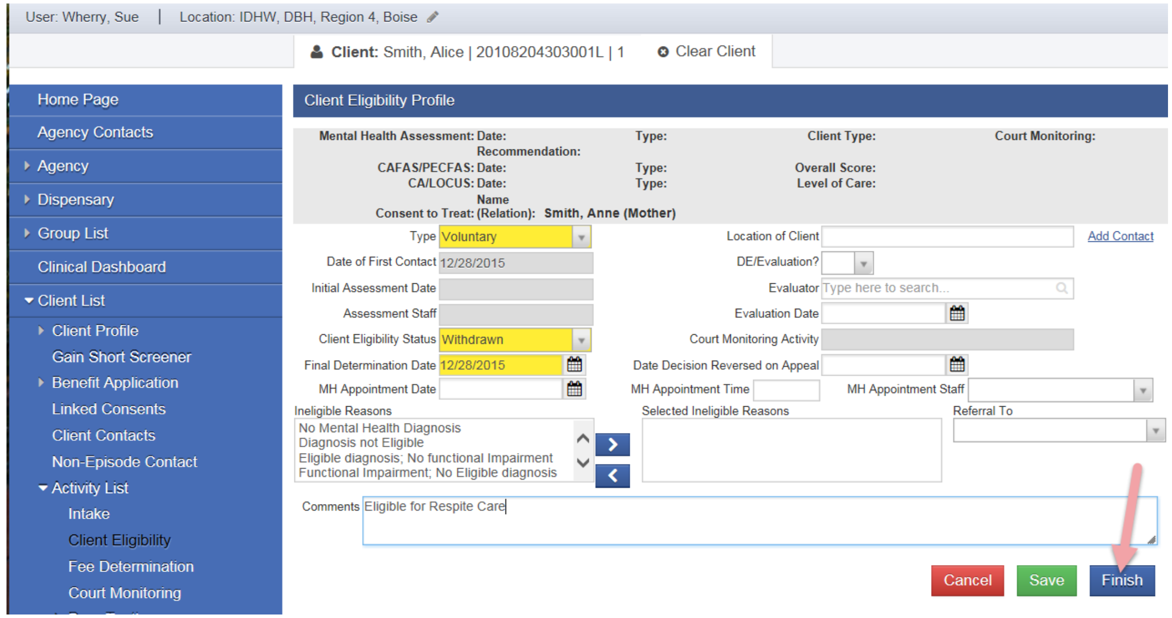



8. Click **<u>Add New</u>** on the right-hand side of the blue bar.



**9.** Complete all **yellow fields**.

**NOTE: If the client does not have an Assessment in this Episode of Care, select Withdrawn as the Client Eligibility Status.**



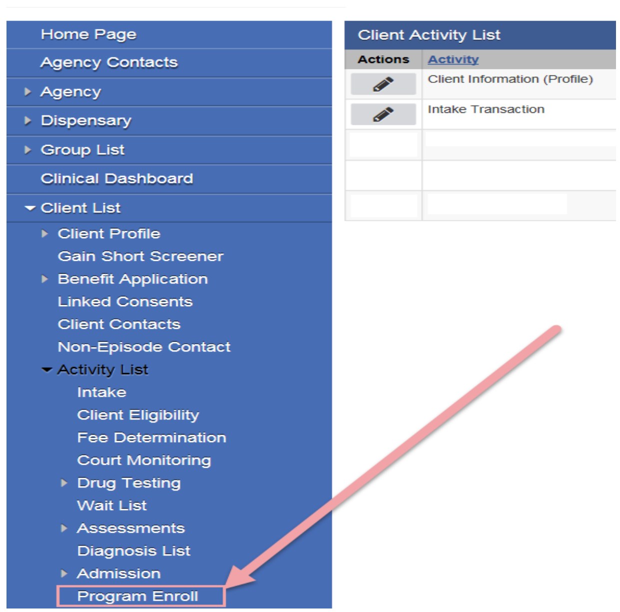

**10. Indicate eligibility for Respite Care in the Comments Box.**

**11.** Click **Save** and **Finish.**

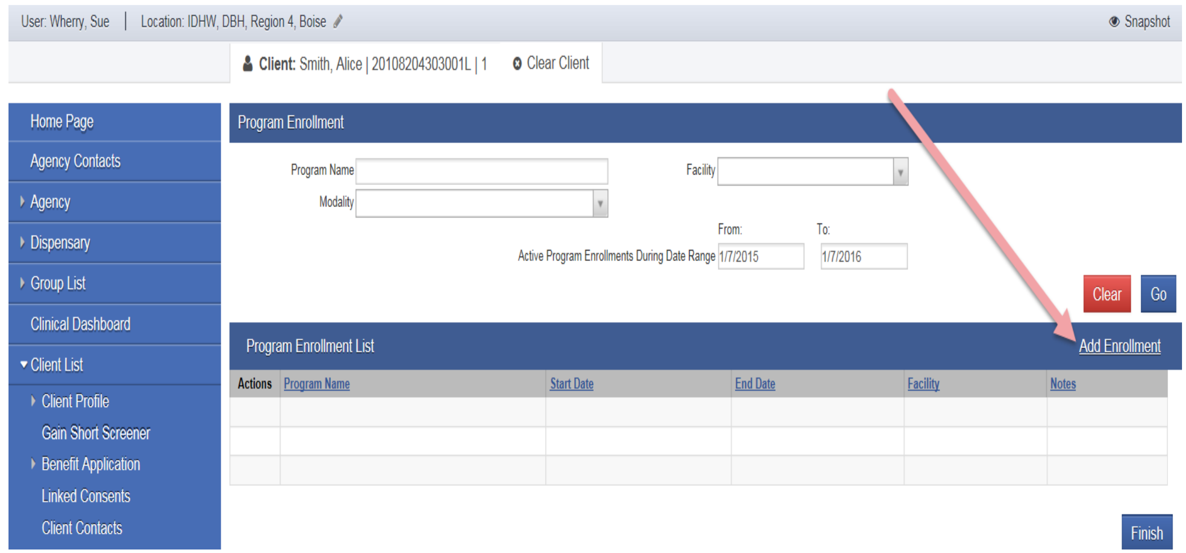
**NOTE: Approval or Denial Client Eligibility Letters will NOT be utilized for clients with an Eligibility Status of Withdrawn.**

**Create the Program Enrollment**

**12.** Click **Program Enroll** on the Navigation Pane.

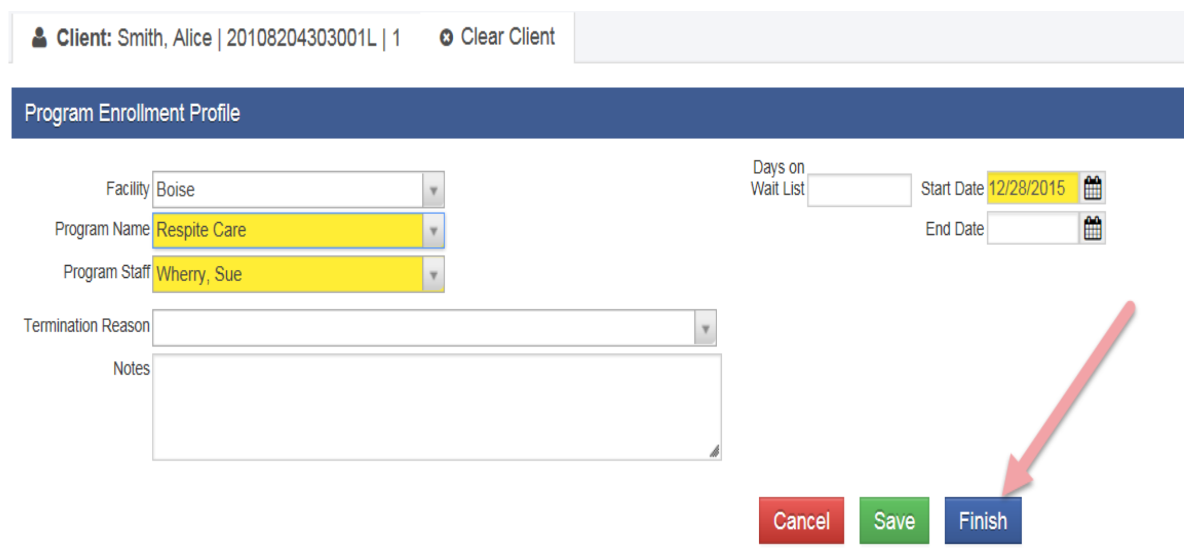


**13.** Click **<u>Add Enrollment</u>** on the right side of the blue bar.



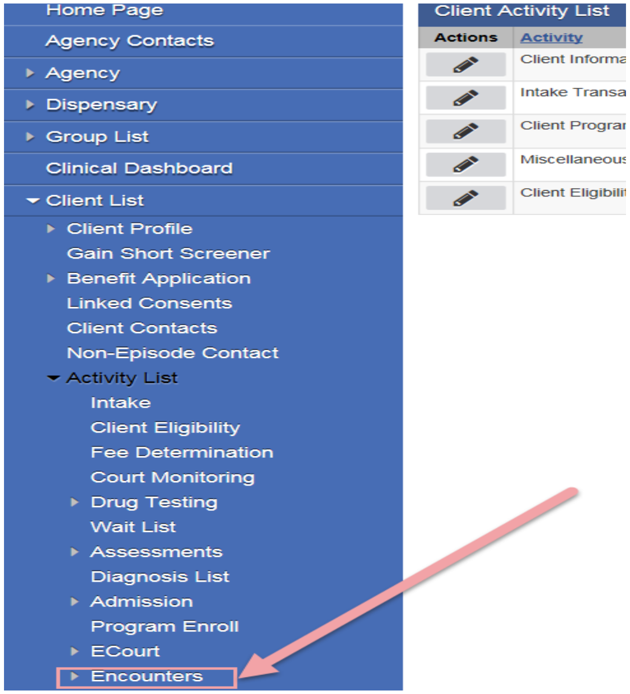

**14.** Select **<u>Respite Care</u>** as the Program Name. **<u>Edit the Start Date</u>** as necessary.

**15.** Click **<u>Finish.</u>**

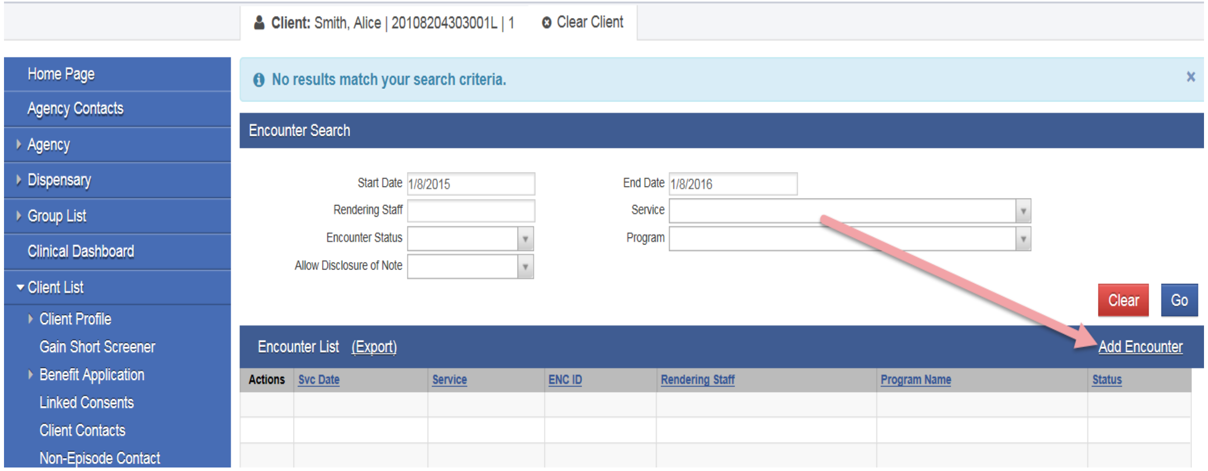


**Create an Non-Billable Encounter Note**

**16.** Click **Encounters** on the Navigation Pane.




**17.** Click **Add Encounter** on the right side of the blue bar.



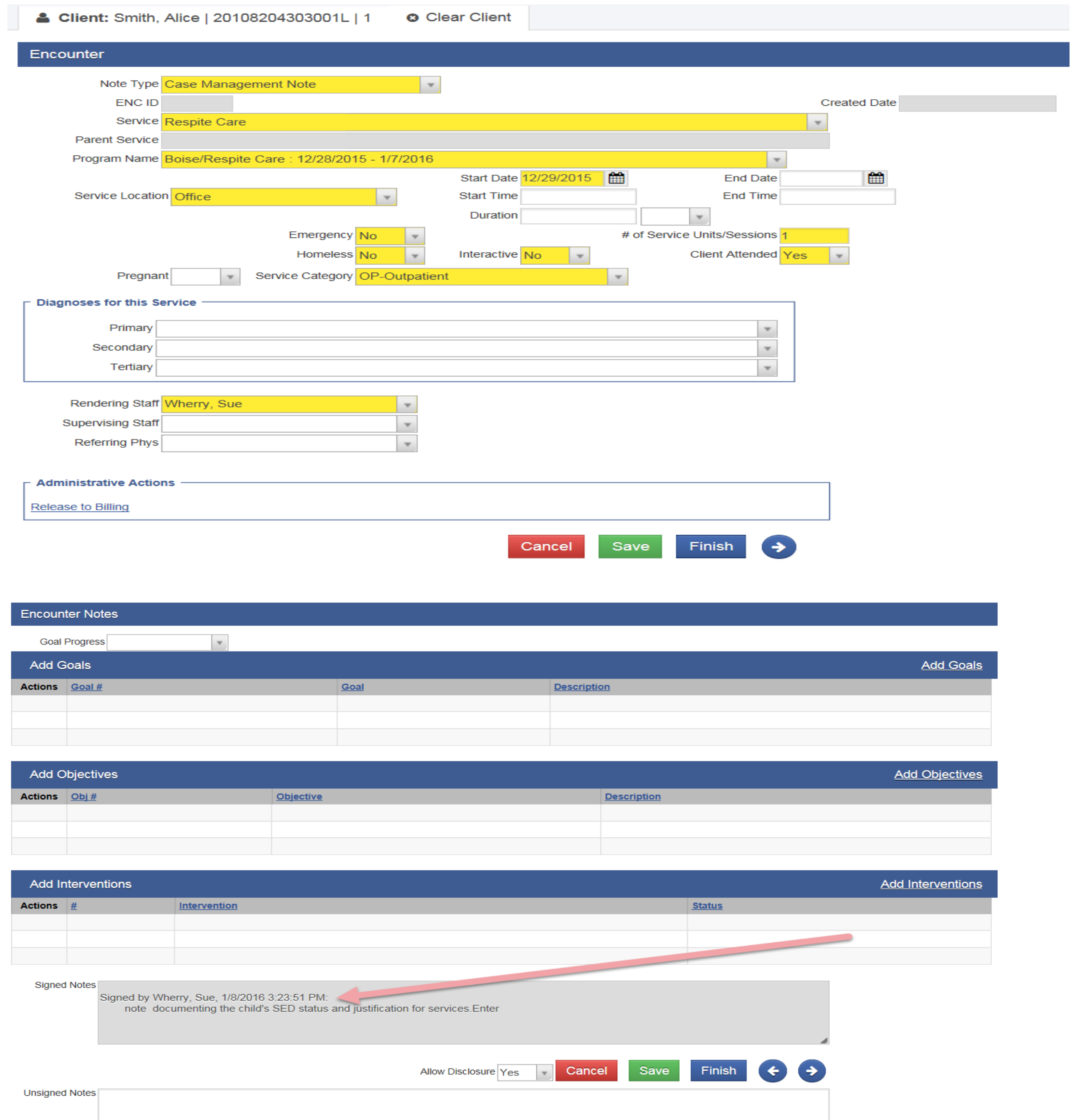
**18.** Complete all **yellow fields**.

Click on the ➔

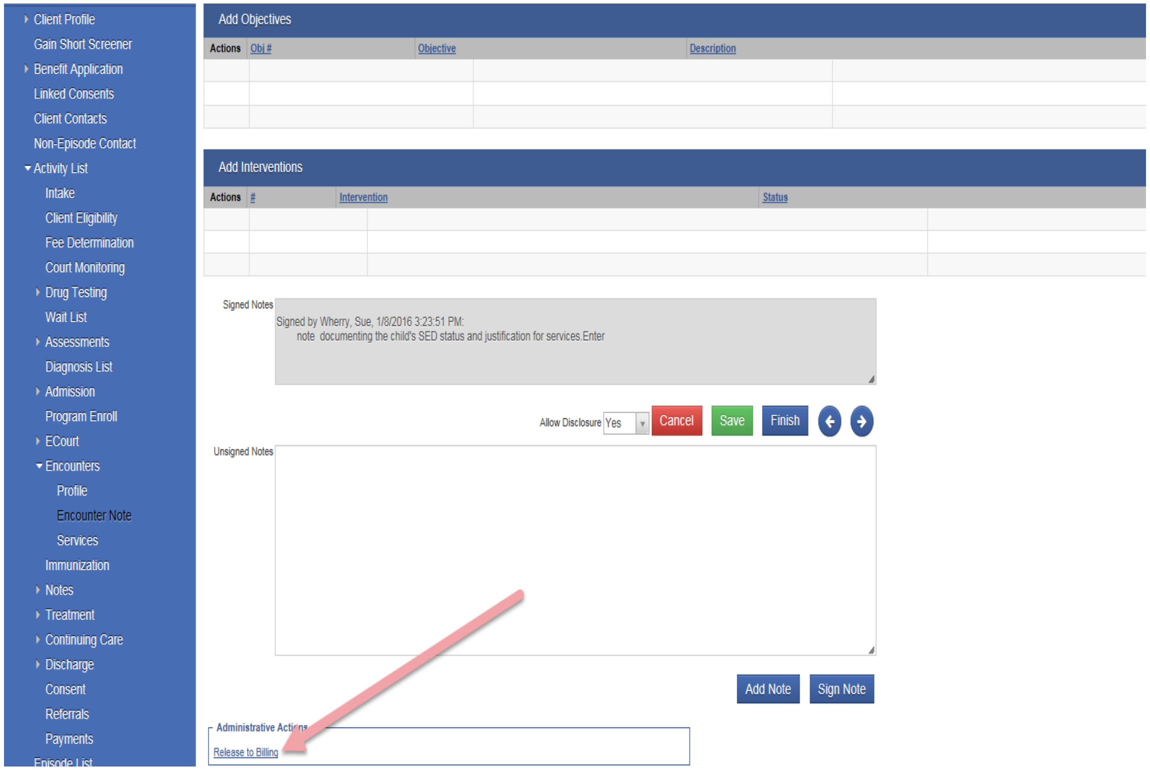
Enter a note in the Unsigned Notes box documenting the child's SED status and justification for services.

**19.** Click **Sign Note.**

**NOTE: Selecting Sign Note will move the Unsigned Note to the Signed Notes box and will include the electronic signature of the person, and the date and time the note was signed. The Note is no longer editable.**



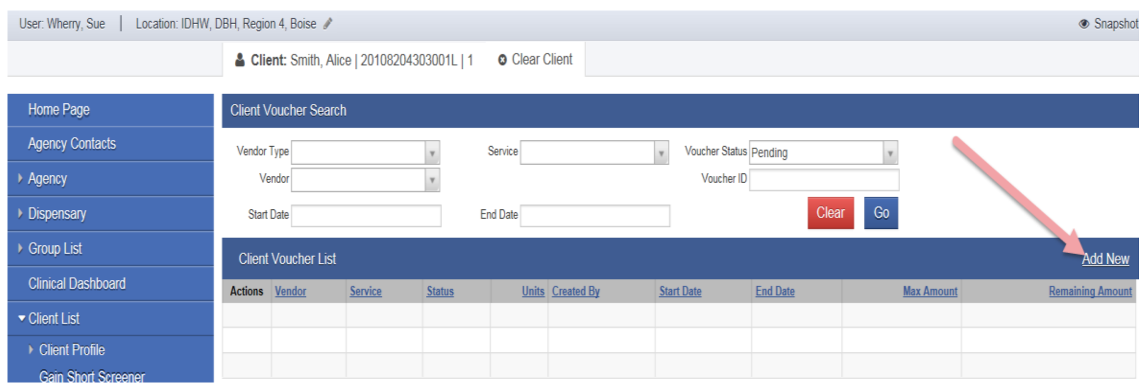
**20.** In administrative actions box click **Release to Billing.**



## Create Voucher for Respite Services

**21.** Click **Treatment** and **Client Voucher** on the Navigation Pane.

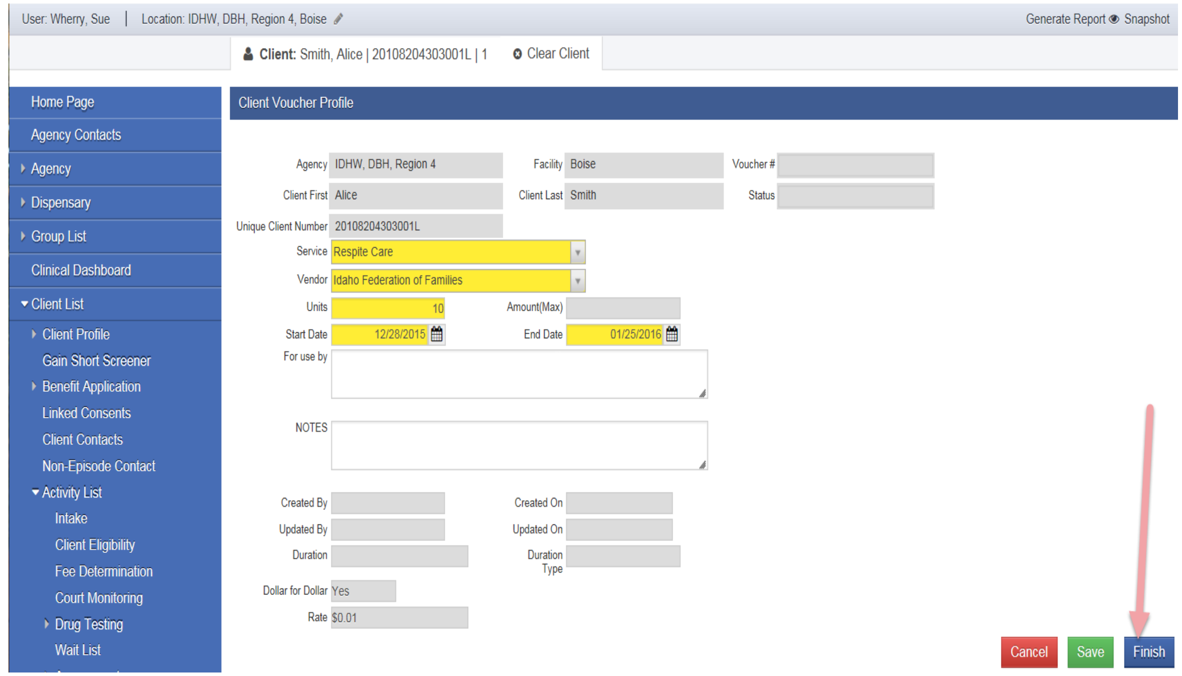

**22.** Click **Add New** on the right side of the blue bar.



**23.** **Complete all yellow fields** on the Voucher Profile.

**24.** Click **Save** and **Finish**.

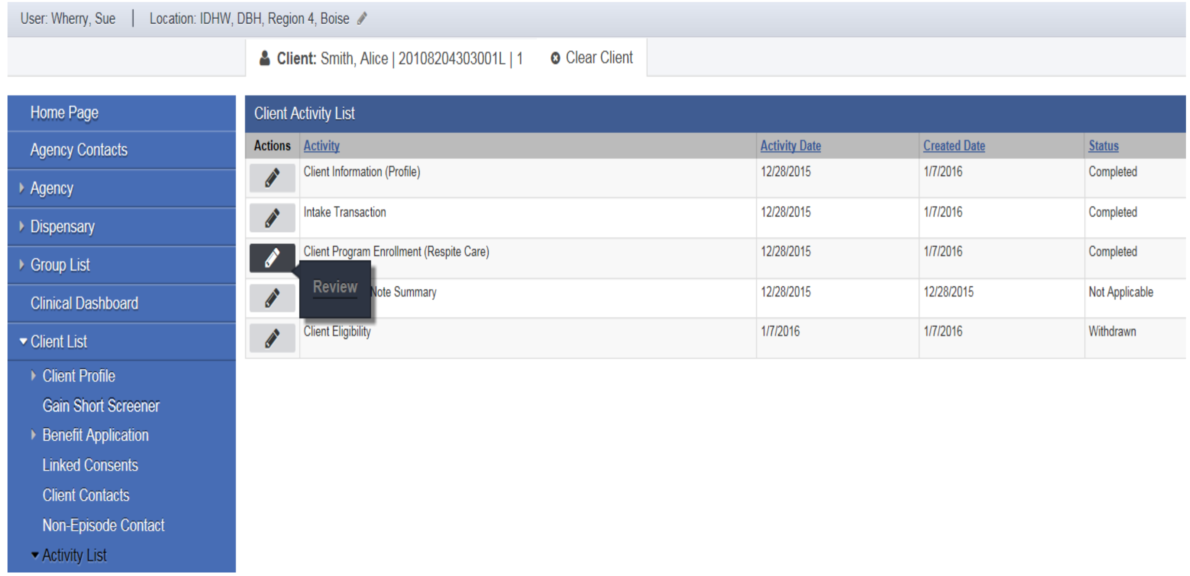
**NOTE: The Voucher must be approved by a staff person with the Voucher Sign-Off permission. The staff person who created the Voucher cannot Sign the Voucher.**



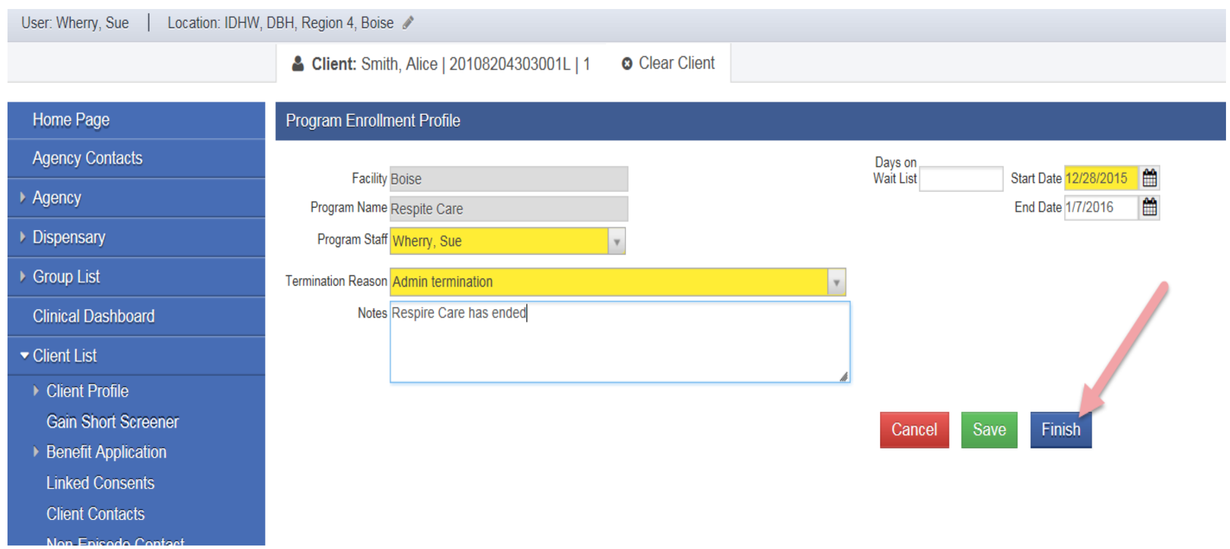

**25.** **Provide the family with the Voucher and Introduction Letter for IFF**.

## Close the Program Enrollment

**26.** At the completion of Respite Care Services, close the Program Enrollment. On the Client Activity List, hover over the  and click **<u>Review</u>** under the actions column for the Program Enrollment.

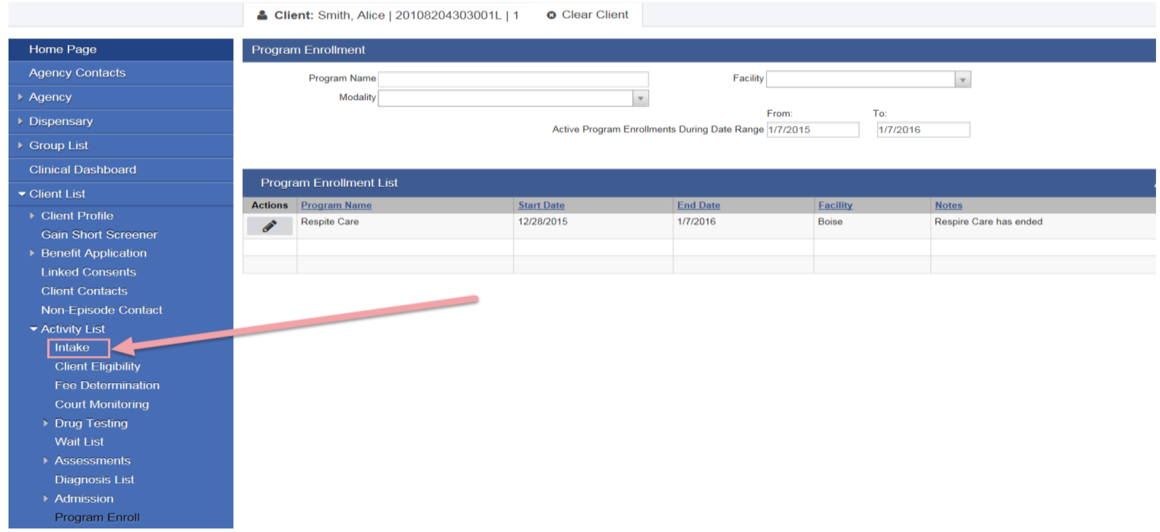



**27.** Enter the **<u>End Date</u>**, select the **<u>Termination Reason</u>**, and enter **<u>Notes</u>** as clinically appropriate.
Click **<u>Finish.</u>**

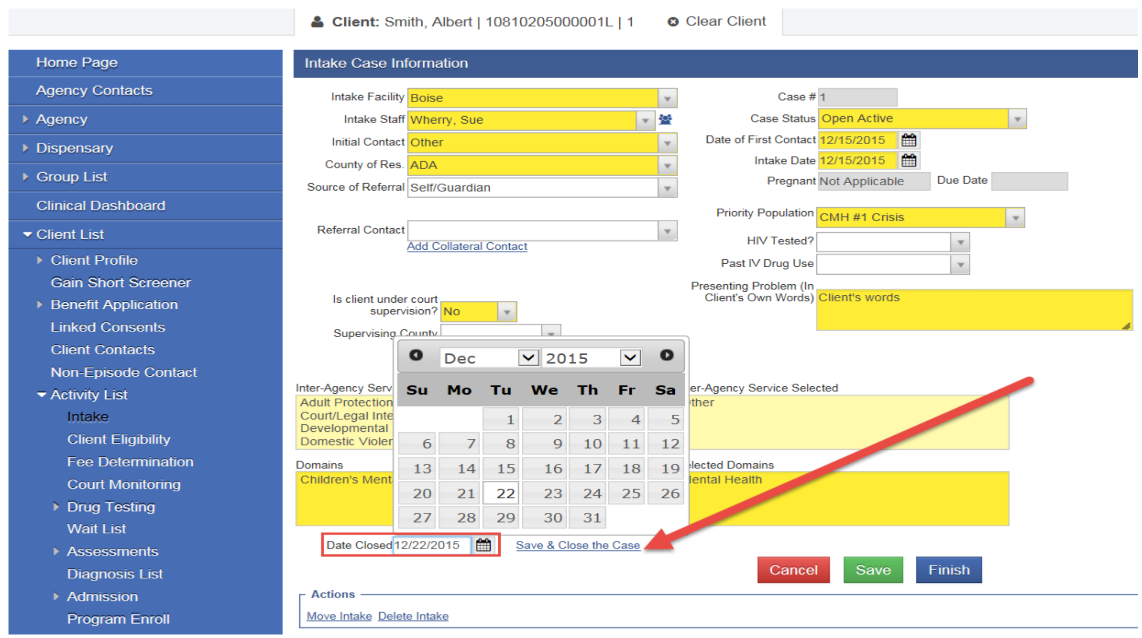


## Close the Intake

**28.** Click **Intake** on the Navigation Pane.




**29.** Enter the **Date Closed** and click **Save & Close the Case**.



**30.** The Case is closed and all client activities are Read-Only.